

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : McCORMACK, Tony, et al.
Serial No. : 10/645,438
Filed : August 21, 2003
For : Management of queues in contact centres
Examiner : CHEA, Philip J
Art Unit : 2453

RESPONSE TO OFFICE ACTION OF JUNE 18, 2009

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of June 18, 2009, Applicants make the following amendments and remarks: